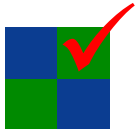# Desktop COIN

May 31, 2006

Agenda

- **Introductions / Greetings**

- **Desktop Refresh Overview & Planning**

- **Break**

- **Desktop Refresh Implementation**

- **Project Service Center**

- **Questions**

- **Next Meeting Topics and Date**

Desktop Lifecycle Services

Hardware Maintenance
- Onsite Break/Fix Services
- Warranty and Non Warranty
- Carry-in and Advanced Exchange Depot

Software Maintenance
- Software Technical Support
- OS Support
- COTS Software Support

eSupport
- Knowledgebase
- Remote Assisted Support
- Self-Service Portal
- Self-Healing Technology

Operations and Administration
- Day to Day Operations
- IMAC

LIFECYCLE SERVICES

Asset Inventory & Tracking
- Electronic Discovery
- Agent Based Inventory
- Software Metering
- Asset Tagging

Technology Refresh
- System/Printer Replacement
- Virtual Warehouse
- Forecasted, Schedule and As needed

Centralized Imaging Services
- Build and Support Core Image
- Cataloging Core Images

Centralized Software Delivery Services
- Application Packaging
- Interdependency Testing
- Patch Management

This solution achieves our vision of improved quality, economy, value, and service, supporting the business of the Commonwealth.

Desktop Refresh Overview

- **We will refresh ~57,000 desktops and laptops over the next three years.**

- **~ 8000 machines per quarter beginning 1/2007. First refresh cycle 90% complete Q1 2009.**

- **Standard hardware platform, OS, and managed desktop environment deployed to all in-scope agencies.**

Desktop Refresh Timeline

Project	2006	2007	2008	2009
Refresh Planning	████████			
Project Service Center	███			
Refresh Implementation		██████████████████████		

Desktop Refresh Planning

5/31/06

Desktop Refresh Planning

- **Tiger Teams – Site Surveys**

- **Hardware/Software Discovery**

- **Client Hardware Selection**

- **Core Image Design**

- **Application Packaging**

Tiger Teams – Site Surveys
(Information Gathering)

- **Tiger Teams are cross functional, multi-skilled technical personnel sent to validate site seat counts, network drops, number and function of servers, wiring type and configuration, server backup procedures, stand-alone machines, etc. They <u>are not</u> inventory specialists doing a wall-to-wall inventories, capturing serial numbers.**

- **We are working to…**

    - **Identify and assemble core Tiger Team planning staff**

    - **Identify required information to be gathered and methods to be used**

    - **Determine how to leverage and validate the inventory VITA completed in 2005**

    - **Obtain agency permission to visit their sites and photograph network closets, buildings, loading docks, etc**

    - **Identify Site Contact(s) for each site**

- **Refine site assessment process and checklist**

- **We understand that they will be the ambassadors of NG – first impressions…**

- **Work with Comms and Change Management to create handouts, leave-behinds, and a training package for the Tiger Team staff**
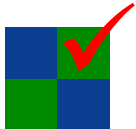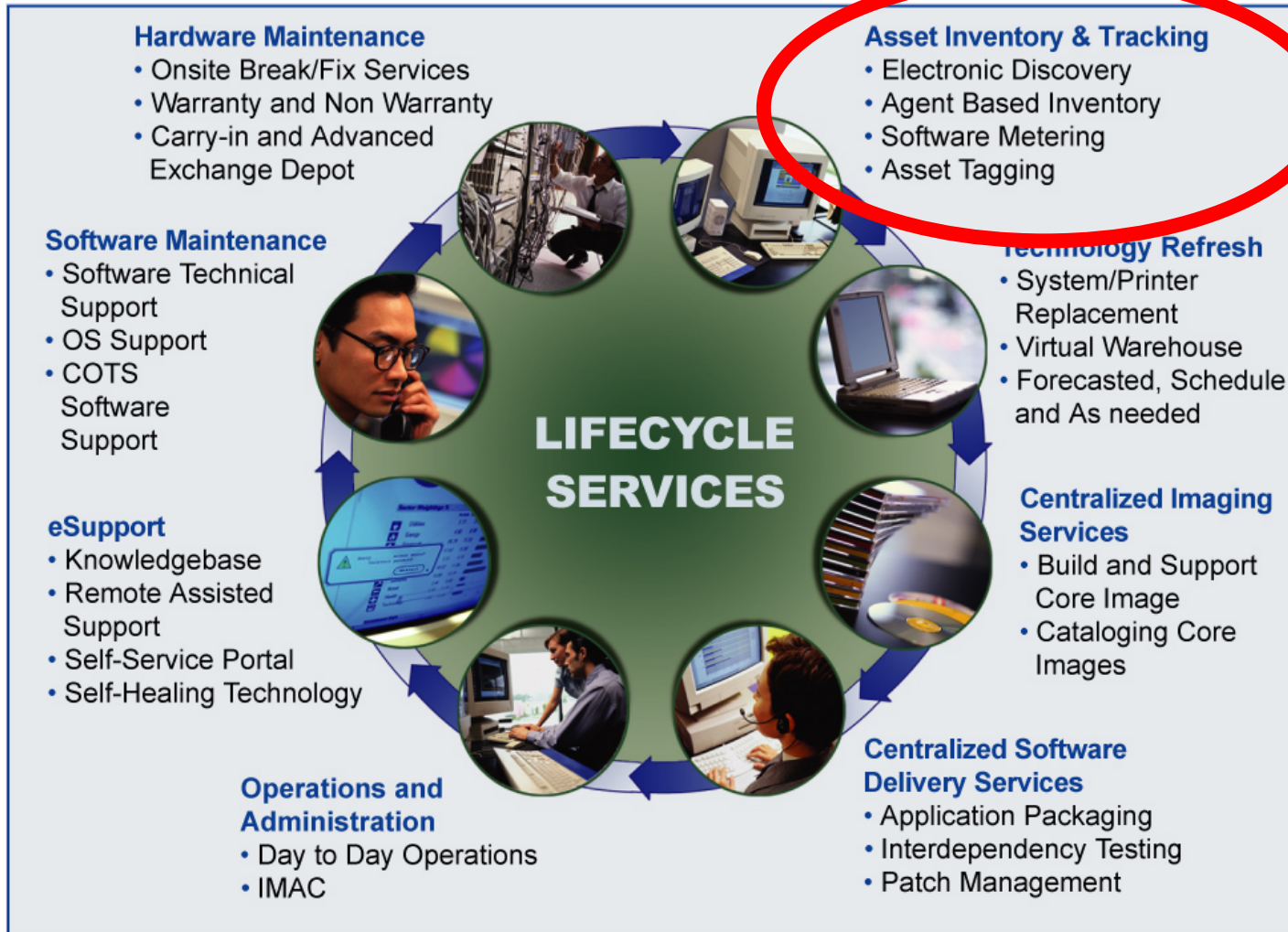
Tiger Teams – Site Surveys

- **9 teams averaging 3 techs per team**
  - **Technically skilled in Desktop, Server, Network and Security**
  - **Leverage existing local NG people where feasible as leads or trainers**
  - **Utilize SWAMs familiar with supporting State agencies**

- **The Network Team, along with guidance from VITA will set the priority of agencies**

- **We will establish a site schedule based on priority, location, pilot sites, etc.**
  - **Sites are categorized by size. Estimated duration for each:**
    - **Very small – ½ day**
    - **Small – 1 day**
    - **Medium – 2 to 3 days**
    - **Large – 5 days**
  - **Site Surveys should take one year to complete**
  - **Pilot site – Mid June…**
  - **Planned Site Survey Start Date: July 5, 2006**

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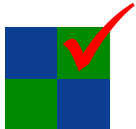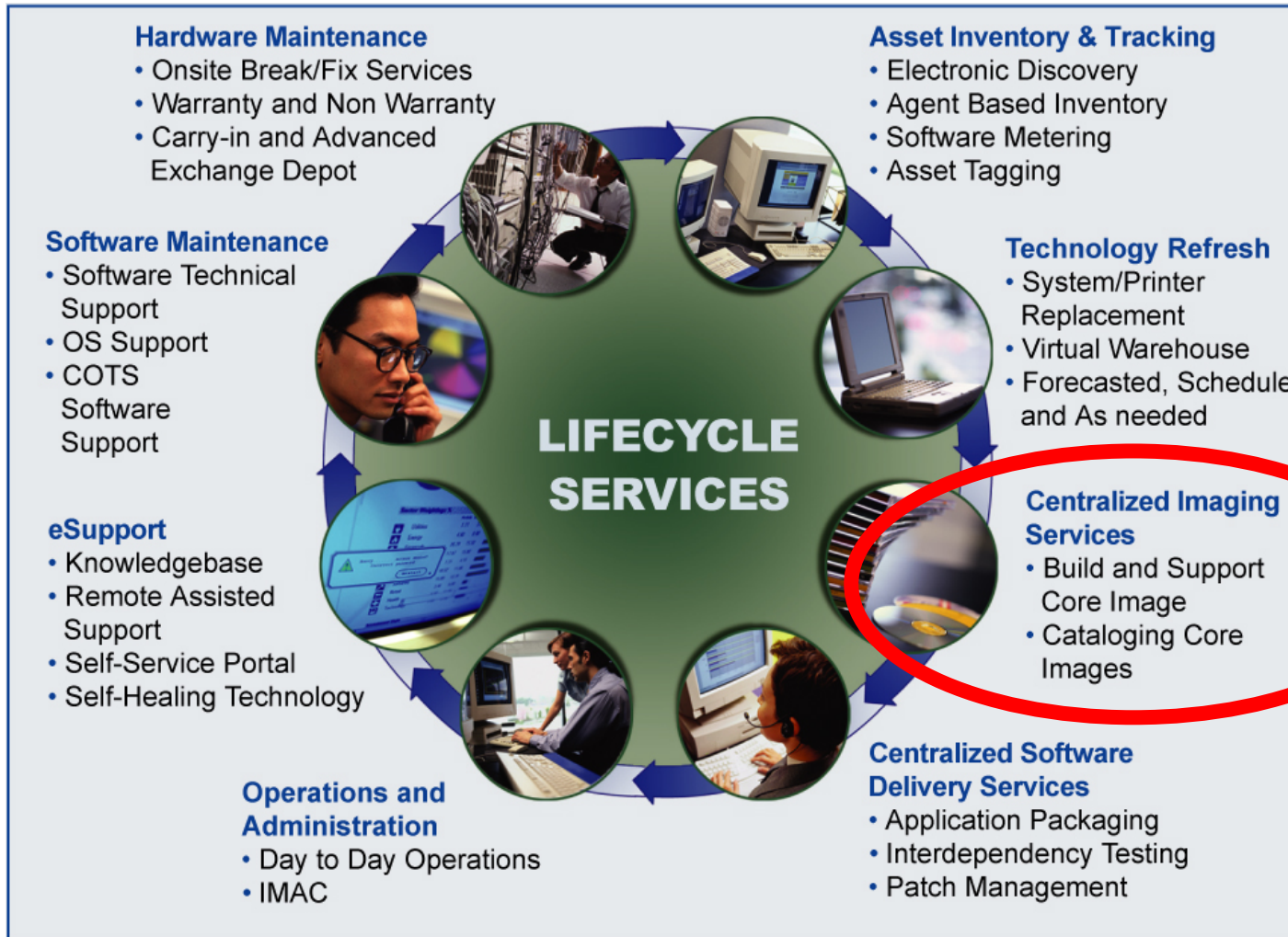
Electronic Software\Hardware Discovery

- **Altiris will be leveraged for asset discovery and detailed asset inventory.**

- **Altiris servers will be deployed behind agency firewalls where necessary.**

- **Discovery agent will be deployed via existing agency deployment infrastructure.**

Client Hardware Selection

- **Potential Vendors**
  - **Dell**
  - **Gateway**
  - **HP**
  - **IBM/Lenovo**
- **Roadmap Review**
  - **Lifecycle**
  - **Technology**
  - **Price**
  - **Service parts compatibility**
- **Product Selection**
  - **Commonwealth hardware standard will be established for the entire refresh cycle.**
  - **Hardware standard will be reevaluated at the beginning of each refresh cycle.**
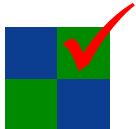
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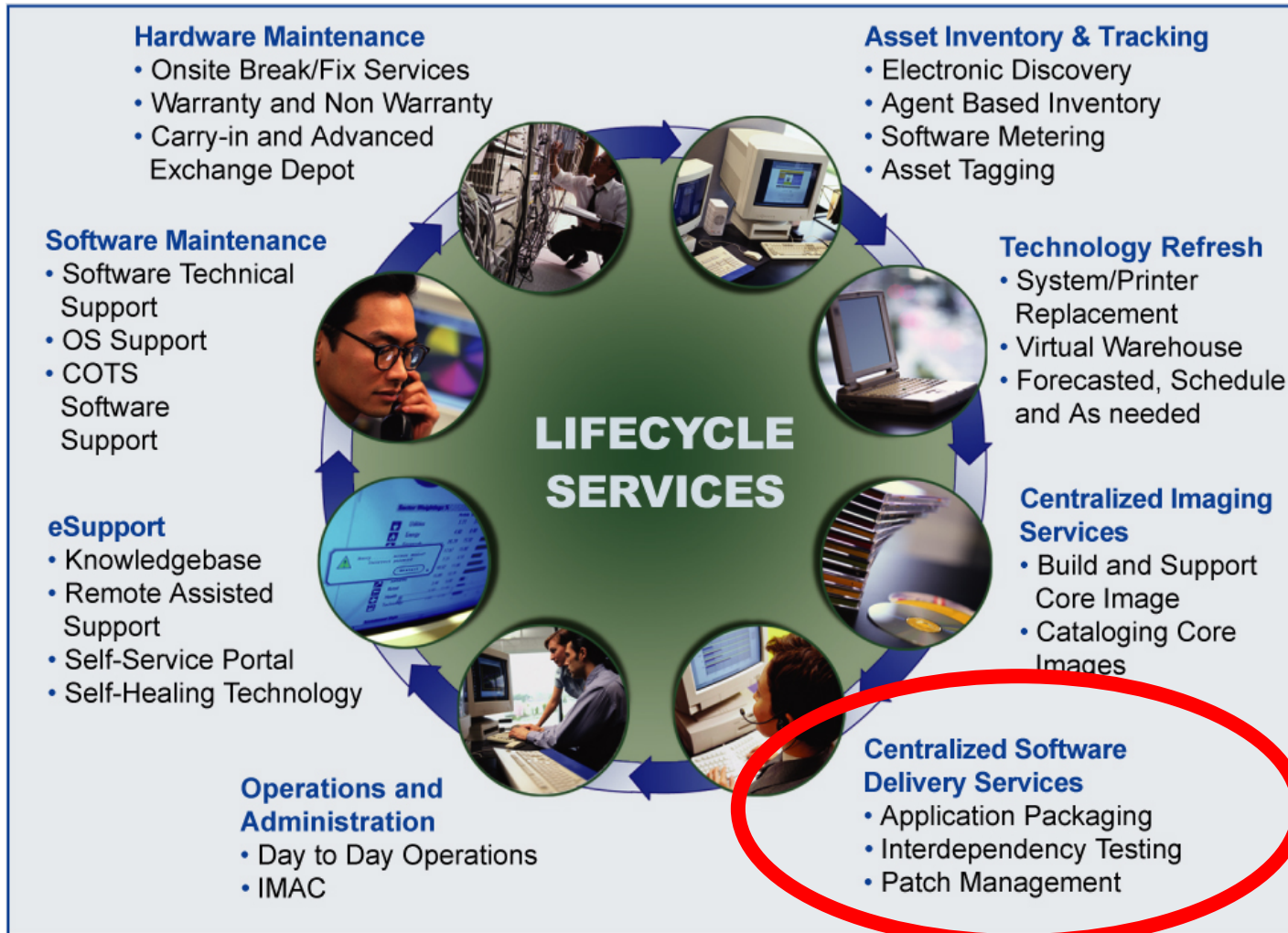
LIFECYCLE SERVICES

This solution achieves our vision of improved quality, economy, value, and service, supporting the business of the Commonwealth.

Core Image Design

- **One Commonwealth Image**
  - **Operating System**
  - **Security Patches**
  - **Layer 1 applications**
- **Windows XP SP2**
- **Agency distinctions will be layered via Altiris**

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Electronic Software Distribution

- **Application Owner Discovery – Application owners will be identified for all applications.**

- **Application Configuration Survey – Application owners will document the current installation procedures for the agency.**

- **Application Packaging – Applications will be packaged in Windows Installer format (MSI) using Wise Package Studio.**

- **Conflict Management – Wise Package Studio will be utilized to identify and resolve MSI compatibility conflicts.**

- **QA Testing – Applications will be tested and certified for deployment to the core image.**

- **Software Distribution – Altiris will layer end user software on the core image.**

Desktop Refresh

5/31/06

Desktop Refresh Overview

Tiger Teams

- **Access requirements**
- **Site pictures and descriptions**

Product

- **Procurement**
- **Imaging**
- **Refresh**

Product Procurement and Imaging

- **Order Product**

- **Receive Product at Project Service Center (PSC)**

- **Configure and Install Core Software Image**

- **Test Product**

- **Deliver Product To Site For Refresh**

Refresh

- **Backup User Personality**
  - **Wallpaper, Desktop, IE Favorites**
  - **Working Files**
    - **Email .pst**
    - **Word .doc, Excel .xls, etc…**
- **Remove Old Product**

Refresh cont.

- **Install New Product**
- **Restore Personality**
- **Install Software (Altiris)**
  - **Commonwealth Applications**
  - **Agency Applications**
  - **Additional Software**
- **Customer Verification**

Refresh cont.

- **Post Refresh Support**
  - **On-site Personnel**
    - **Provide Application Support and Training**
    - **Answer Refresh Related Questions**
- **Product Disposal Thru PSC**
  - **Remarketing When Possible**
  - **Recycling**
  - **Redeployment For Spare Parts**

Project Service Center

5/31/06

Project Service Center

- **Enables an efficient technology refresh**

- **Provides a virtual warehouse for the entire Commonwealth**

- **Supports Custom Services such as**

  - **Asset Tagging**

  - **System configuration**

  - **Staging and Just-in-Time delivery to agency sites**

  - **Remarketing or Recycling of legacy assets**

Gateway Life-cycling Partner

- **Six (6) IT Asset Life-cycling Centers (PSC's)**

  - 17 yrs Industry experience

  - Financial Service Sectors, Government, Healthcare, Industrial & Pharmaceutical

- **Two (2) Material Conversion Centers**

  - Processing 5 Million lbs of e-Waste/Month

  - SB-20 Authorized Processor (California)

- **Eight (8) Metal Recycling Centers**
  - Servicing Over 300 Accounts

Project Service Center - Dinwiddie County, VA

20,000 sq. ft. Facility

Capable of handling 200+ systems per day with ability to scale based on forecasted need

IT Asset Deployment

| Order Receipt & Consolidation	TECHCENTER Asset Configuration Services	Deployment Order Staging & Preparation	Transportation & Logistics Management	Web Based Order & Asset Reporting
• Shipment Verification & Inspection • Receive to Customer Order Instructions • Asset Data Captured (make, model, serial number, quantity) • Asset Tagging & Security Markings Installed • Asset Tracking & Reporting • Insured & Secure	• Image Management • Testing & Certification • Loading & Management • Hardware Installation • Asset Tagging & Security Markings Installed • Asset Data Captured • Warranty Entitlement	• Pick, Pack & Prepare for Shipping Storage • (Short & Long Term Storage)	• Customer Generated Order Request • Shipment Track & Trace • Inside Placement or Removal of Product • Time Sensitive Delivery • Lift-gate Van Service	• Real-Time Web Based Asset Reports • Reports By: Purchase Order Work Order Project Number Line of Business Asset Data - Make, Model, Serial Number, Asset Tag, Custom Data Fields
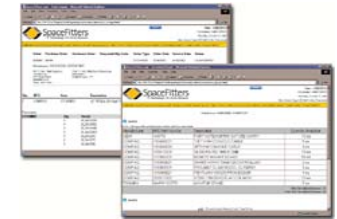
Does your storage room look like this?

Or this?

Not Just Recycling…LIFEcycling.
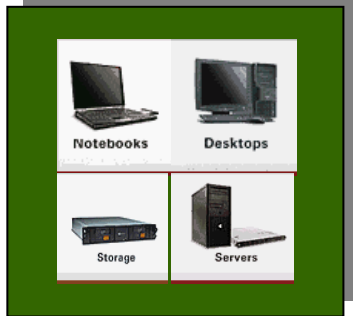
REMARKET

- Receive (Make, Model, Serial Number, Asset Tag)
- Audit, Test, Condition Reporting
- Inventory Update
- Certified Drive Sanitization (DOD Spec. 3-Write)
- Remarketing Settlement Report
- Inventory Update
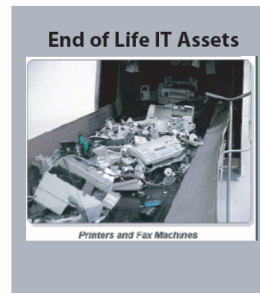
RECYCLE

- Receive (Make, Model, Serial Number, Asset Tag)
- Audit, Test, Condition Reporting
- Inventory Update
- Demanufacture (Material Separation)
- Drive Destruction (Shredding)
- Material Conversion
- Environmental Compliant Disposal Certificate

REDEPLOY (Spare Parts)

- Receive (Make, Model, Serial Number, Asset Tag)
- Audit, Test, Condition Reporting
- Inventory Update
- Cleaning/Data Backup/Data Erasure
- Kit, Pack, Label, & Stage
- Inventory Reporting

Questions?

Comments?